
BellSouth Interconnection Services

1960 West Exchange Place
Suite 420
Tucker, Georgia 30084

October 3, 2001

Ms. Amanda Hill
Manager - Carrier Management
WorldCom
Two Northwinds Center
2520 Northwinds Parkway
Suite 500
Alpharetta, Georgia 30004

Dear Amanda:

This is in response to Sherry Litchenberg's verbal request of August 30, 2001, for BellSouth to perform an analysis of WorldCom's Local Service Requests (LSR) that drop to the Local Carrier Service Center (LCSC) for manual processing. Ms. Litchenberg agreed to have BellSouth randomly select the LSRs to be analyzed, with the stipulation that the LSRs be currently active.

Following is a summary of the results of BellSouth's analysis:

<u>Occurrences:</u>	<u>Reason:</u>	<u>Owner:</u>
18	Invalid address	MCI Metro
14	Working service	MCI Metro
9	Various	BellSouth
9	Pending Service Order	MCI Metro
9	ZLIG Edit	BellSouth
8	Planned Fallout-Sup	Published
6	PSO posting to CSR	BellSouth
6	Installment Svc. Fee	BellSouth
2	Feature Conflict	MCI Metro
2	Denied Accounts	BellSouth
6	See spreadsheet	BellSouth & MCI Metro

Total: 89

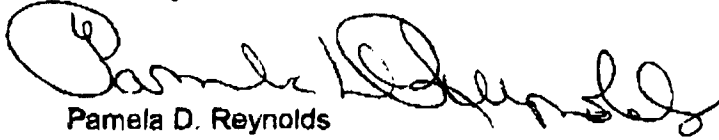
The attached spreadsheet contains a list of the 89 LSRs that were selected for the analysis. The LSRs are categorized by reason and includes the receipt date, Purchase Order Number (PON), activity type, telephone number, and LSR version. These details were provided to MCI

Metro during a conference call on September 20, 2001.

BellSouth understands that with the results of this analysis, Ms. Litchenberg has agreed to close the issue regarding LSR fall out for manual processing.

I trust that this information satisfies your concerns regarding this matter. Please feel free to call me at 770-492-7543, if you have additional questions.

Sincerely,

A handwritten signature in black ink, appearing to read 'Pamela D. Reynolds', with a large, stylized initial 'P'.

Pamela D. Reynolds
Industrial Specialist

Attachment

CC: Shannon Waters

09/07/2001	S004288936BSGAPR	00	V	7709289527	CSR had error on zip code
09/07/2001	S004286996BSGAPR	00	V	7709414143	Denied Account
09/07/2001	S004289245BSGAPR	00	V	7709978093	Denied Account
09/07/2001	S004286072BSGAPR	00	V	7704832230	Due Date outside of standard interval offered
08/31/2001	S004199223BSGAPR	00	C	6785859670	Feature conflict -Dupl PON requested NSS removed;PSO for PON S004199191BSGAPR
09/07/2001	S004288248BSGAPR	00	V	7707756505	Feature conflict - CLEC requested NXMCR & HBY; HBY is included in NXMCR
08/31/2001	S003948665BSGAPR	00	N	7703219941	Invalid address- RSAG required directional of NW;CLEC did not populate
08/25/2001	S004120891BSGAPR	00	N	4042498095	Invalid address-SATH left blank;NO MATCH RSAG
08/27/2001	S004135592BSGAPR	00	N	7704635312	Invalid address-SATH left blank
08/27/2001	S004136729BSGAPR	00	N	6789858671	Invalid address-SATH left blank & City does not match RSAG
09/07/2001	S004285687BSGAPR	00	V	7703391067	Invalid address - RSAG required directional of NW omitted
09/07/2001	S004285884BSGAPR	00	V	7707756739	Invalid address- SATH of ST omitted
09/07/2001	S004286080BSGAPR	00	V	7702221746	Invalid address- SATH=PK should be PKWY
09/07/2001	S004286119BSGAPR	00	V	6783665958	Invalid address-SATH=blank;should be MANOR
09/07/2001	S004286177BSGAPR	00	D	6784230695	Invalid address-SASN=Fayetteville RD Lower;should be Fayetteville only
09/07/2001	S004288246BSGAPR	00	N	7705373786	Invalid address- SATH=blank;RSAG required S/RD/Lane;CLEC did not populate
09/07/2001	S004288551BSGAPR	00	C	4046221620	Invalid address- SATH left blank
09/07/2001	S004288726BSGAPR	00	V	7705917529	Invalid address- no directional in RSAG-clec had NW populated
09/07/2001	S004288788BSGAPR	00	V	7703889597	Invalid address- RSAG required directional of SE;CLEC did not populate
09/07/2001	S004288948BSGAPR	00	V	6783640139	Invalid address- SATH left blank
09/07/2001	S004289063BSGAPR	00	V	7709964991	Invalid address- SATH left blank (RSAG calls for BLVD)
09/07/2001	S004289363BSGAPR	00	V	7702581230	Invalid address- SATH left blank (RSAG calls for CIR)
09/07/2001	S004289568BSGAPR	00	V	6785790802	Invalid address- SATH left blank (RSAG calls for Rd)
09/07/2001	S004289568BSGAPR	00	V	6785790802	Invalid address- SATH=blank, City incorrect;FLR incorrect
09/07/2001	S004282612BSGAPR	00	V	7702104209	ISF - installment billing on BST account
09/07/2001	S004285090BSGAPR	00	V	7705629318	ISF - installment billing on BST account
09/07/2001	S004286279BSGAPR	00	V	4046273047	ISF - installment billing on BST account
09/07/2001	S004286740BSGAPR	00	V	7708795018	ISF - installment billing on BST account
09/07/2001	S004289379BSGAPR	00	V	4046229964	ISF - installment billing on BST account
09/07/2001	S004289381BSGAPR	00	V	7705340402	ISF - installment billing on BST account
08/23/2001	S003753818BSGAPR	00	V	7709572679	LESOG issued order removing RingMaster, yet failed to remove Listing; Serv Rep cleared
08/30/2001	S004179219BSGAPR	00	V	4048179360	LESOG issued order removing RingMaster, yet failed to remove Listing; Serv Rep cleared
09/07/2001	S004286576BSGAPR	00	V	7707750856	LESOG issued order removing RingMaster, yet failed to remove Listing; Serv Rep cleared

08/25/2001	S004091081BSGAPR	00	V	7704568958	LESOG issued duplicate orders 6:30:04;Serv Rep cancelled second set of orders
08/24/2001	S004096996BSGAPR	00	V	7709347601	LESOG issued duplicate orders 6:03:01;Serv Rep cancelled second set of orders
08/30/2001	S004176267BSGAPR	00	N	6783540926	LESOG issued duplicate orders 6:05:18;Serv Rep cancelled second set of orders
08/30/2001	S004176269BSGAPR	00	N	7705179909	LESOG issued duplicate orders 6:05:18;Serv Rep cancelled second set of orders
08/29/2001	S004164923BSGAPR	00	V	4043200281	LESOG issued order;yet failed to populate usoc for adl listing
08/30/2001	S004177647BSGAPR	00	V	7709189127	LESOG issued order;yet failed to populate usoc for adl listing
09/01/2001	S004208751BSGAPR	00	C	4043619667	Pending Service Order - BST WINBACK
09/04/2001	S004219747BSGAPR	00	N	4045241698	Pending Service Order
09/07/2001	S004286322BSGAPR	00	V	4046847002	Pending Service Order due sm day PON rec'd
09/07/2001	S004287173BSGAPR	00	D	7704661953	Pending Service Order
09/07/2001	S004287346BSGAPR	00	C	4043280515	Pending Service Order
09/07/2001	S004287408BSGAPR	00	V	6784793449	Pending Service Order
09/07/2001	S004287498BSGAPR	00	V	7067243478	Pending Service Order - previous CLEC disconnect order due sm day rec'd
09/07/2001	S004289291BSGAPR	00	V	7704469497	Pending Service Order - BST order to transfer end user pending
09/07/2001	S004287969BSGAPR	00	V	4784056759	Pending Service Order - BST order to add CI Forwarding due sm day rec'd
09/07/2001	S004191045BSGAPR	02	V	4045349089	Planned fallout - Sup on RRSO orders
09/07/2001	S004229196BSGAPR	01	N	7706844120	Planned fallout - Sup on RRSO orders
09/07/2001	S004229301BSGAPR	02	V	4045349089	Planned fallout - Sup on RRSO orders
09/07/2001	S004264751BSGAPR	01	V	6784130258	Planned fallout - Sup on RRSO orders
09/07/2001	S004267004BSGAPR	01	C	4043737693	Planned fallout - Sup
09/07/2001	S004288464BSGAPR	00	T	6787976286	Planned fallout - Activity T
09/07/2001	S004269052BSGAPR	01	V	7705659266	Planned fallout - Sup on RRSO orders
09/07/2001	S004244772BSGAPR	01	V	7704513223	Planned fallout - Sup on RRSO orders
09/04/2001	S004225193BSGAPR	00	D	6788381535	PSO -C order had not posted when ACT D issued next day
09/07/2001	S004286891BSGAPR	00	C	7705541861	PSO - D order had CPX but not yet posted when this PON rec'd
09/07/2001	S004288166BSGAPR	00	C	7706469584	PSO - N order had not posted when this PON rec'd
09/07/2001	S004288807BSGAPR	00	C	7705653043	PSO - N order had not posted when this PON rec'd
09/07/2001	S004288843BSGAPR	00	C	6785839290	PSO - N order had not posted when this PON rec'd
09/07/2001	S004285475BSGAPR	00	V	7708893253	PSO - C BST order adding CI Forwarding had not posted when this PON rec'd
08/23/2001	S004176269BSGAPR	00	V	7708600359	SOCS System completed N before D causing Listing error;non enduser affecting
09/07/2001	S004287748BSGAPR	00	V	7709961624	SPS - located in indent section CSR - BST Promotion Tracking

09/07/2001	S004288407BSGAPR	00	V	4047535887	TN working as Quick Serv;can not request ACT of V;ACT of N
09/07/2001	S004287602BSGAPR	00	C	6789570499	Too many digits for DRS USOC-CLEC populated 1-678-957-0457 service Rep corrected;actually should have been clarified
08/24/2001	S003960195BSGAPR	00	N	4046699454	Working Service this address;Is this for ADL?
08/22/2001	S004066863BSGAPR	00	N	4042449403	Working Service this address;Is this for ADL?
08/26/2001	S004127745BSGAPR	00	N	7704729017	Working Service this address;Is this for ADL?
08/27/2001	S004135592BSGAPR	00	N	7704635312	Working Service this address;Is this for ADL?
08/28/2001	S004152149BSGAPR	00	N	4043678673	Working Service this address;Is this for ADL?
08/28/2001	S004155699BSGAPR	00	N	4042419885	Working Service this address;Is this for ADL?
08/30/2001	S004176853BSGAPR	00	N	7704775768	Working Service this address;Is this for ADL?
08/30/2001	S004189839BSGAPR	00	N	4047613236	Working Service this address;Is this for ADL?
08/31/2001	S004199346BSGAPR	00	N	6784948663	Working Service this address;Is this for ADL?
08/31/2001	S004194742BSGAPR	00	N	4046967093	Working Service this address;Is this for ADL?
09/03/2001	S004217557BSGAPR	00	V	7706128577	Working Service this address;clec OMITTED ADL
09/04/2001	S004218628BSGAPR	00	N	6788672167	Working Service this address;Is this for ADL?
09/04/2001	S004218654BSGAPR	00	N	4045590463	Working Service this address;Is this for ADL?
09/07/2001	S004287361BSGAPR	00	D	7705949603	Working Service;CLEC had populated incorrect city
09/04/2001	S004098592BSGAPR	00	N	7704128002	ZLIG error on "D"; enduser did not keep Memory Call or CI Forwarding feature
09/03/2001	S004213642BSGAPR	00	V	4043553040	ZLIG edit required for call forwarding
09/07/2001	S004287445BSGAPR	00	V	7709435741	ZLIG edit required for call forwarding
09/07/2001	S004287931BSGAPR	00	V	7705770591	ZLIG error on "D"; enduser did not keep Memory Call or CI Forwarding feature
09/07/2001	S004288397BSGAPR	00	V	4046690484	ZLIG error on "D"; enduser did not keep Memory Call or CI Forwarding feature
09/07/2001	S004288948BSGAPR	00	V	6783640139	ZLIG error on "D"; enduser did not keep BST Calling Card
09/07/2001	S004289214BSGAPR	00	V	7707491940	ZLIG error on "D"; enduser did not keep CI Forward Busy feature
09/07/2001	S004289259BSGAPR	00	V	7708775931	ZLIG error on "D"; enduser did not keep Memory Call or CI Forwarding feature
09/07/2001	S004289548BSGAPR	00	V	7706848093	ZLIG error on "D"; enduser did not keep Memory Call or CI Forwarding feature